

**WINE CLUB ASSISTANT**

**GENERAL**

Work location: 3700 Mill Road, Paso Robles, CA

Full-time position, Non-exempt status

Available to work: Monday - Friday \*(subject to Saturdays when needed)

The Wine Club Assistant reports to the Wine Club Manager

**JOB DESCRIPTION**

**1. CUSTOMER SERVICE**

- Helps in Hospitality Center when needed
- Processing orders accurately and efficiently in Wine Direct
- Participating in coordination of Signature Club events by greeting, pouring, and selling to members
- Community Outreach: Business development efforts to local hotels, wineries & property development companies
- Tele-sales
- Responds promptly to all telephone and email inquiries from members - emails will be assigned by Wine Club Manager
- Ability to effectively resolve customer complaints

**2. ADMINISTRATION**

- Assists in maintaining customer database; includes adding new members to system and sending out Welcome Cards, and account updates
- Checks Wine Direct Fulfillment and ShipCompliant orders daily and resolves shipping issues in a timely manner; to be shared with DTC Admin. Coordinator
- Create shipping labels for all orders to be shipped from the Tasting Room
- Pack all orders to be shipped from Tasting Room
- Keep "Shipping Station" clean and organized. Keep inventory of what shipping materials we have what is needed; boxes, pulp, tape, etc.
- Performing other assigned duties as directed

**REQUIREMENTS**

- Minimum 4-years in hospitality/front of house position required
- Proficient in Microsoft Excel, Outlook and Word
- Excellent phone etiquette
- Experience with Wine Direct/Vin65 desired
- Prior wine experience an advantage ,but not required
- Excellent customer service and hospitality skills
- Must be 21 years of age
- Ability to lift 55 pounds repetitively

- Must be available to work weekends, evenings, holidays, and events
- Must be a team player who can work efficiently in high volume, fast paced situations.